

**Residentia**  
**User Manual \**  
**25L Built-in Microwave \**  
**MC25BF \ MC25BS**



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Dear Customer,

Congratulations on purchasing your new microwave. The *Residentia* brand is proudly distributed within Australia by Residentia Group Pty Ltd.

Please refer to the warranty card at the rear of this manual for information regarding your product's parts and labour warranty, or visit us online at [www.residentiagroup.com.au](http://www.residentiagroup.com.au).

At Residentia Group, we are customer obsessed and our Support Team are there to ensure you get the most out of your appliance. Should you want to learn more about your microwaves features or most importantly taking care of your microwave when cleaning, our Support Team are here to help.

You can use our online Support Centre at anytime by visiting <http://support.residentiagroup.com.au>, or you can contact us via phone by dialling 1300 11 HELP (4357).

It is important that you read through the following use and care manual thoroughly to familiarise yourself with the installation and operation requirements of your appliance to ensure optimum performance.

Again, thank you for choosing a Residentia appliance and we look forward to being of service to you.

Kind Regards,  
*The Residentia Team*



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**Residentia**

T 1300 11 4357  
E [info@residentiagroup.com.au](mailto:info@residentiagroup.com.au)  
W [residentiagroup.com.au](http://residentiagroup.com.au)  
ACN 600 546 656

**Residentia Group**  
PO Box 581  
Stanhope Gardens  
NSW Australia 2768

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# Safety Instructions \

This microwave must only be installed in accordance with the instructions provided. Incorrect installation may cause harm to persons, damage property and void the product's warranty.

## Important

Please ensure that you read the entire instructions carefully before beginning the installation of your microwave oven. Always retain this instruction user manual.

## Warning

Always abide by the following precautions to avoid possible exposure to excessive microwave energy.

- Do not attempt to operate this microwave oven with the door open, as this can result in harmful exposure to microwave energy. It is important not to break or tamper with the safety interlocks.
- Do not place any objects between the microwave oven face and the door, or allow food residue to accumulate on sealing surfaces.
- If the door or door seals are damaged, the microwave oven must not be operated until it has been repaired by an authorised repair agent.

## Addendum

If the apparatus is not mentioned in a good state of cleanliness, its surface could be degraded and affect the lifespan of the apparatus. This could in turn lead to a dangerous situation.

## Important!

To reduce the risk of fire, electric shock, injury to persons or exposure to excessive microwave oven energy when using your appliance, follow these basic precautions:

- Liquids and other foods must not be heated in sealed containers, as they are liable to explode.
- It is hazardous for anyone other than a competent person to carry out any service or repair operation that involves the removal of the cover providing protection against exposure to microwave energy.
- This appliance should only be used by competent persons. Children above the age of 10 can use the appliance under strict adult supervision and instruction.
- This microwave is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities.
- Cleaning of the microwave oven should only be undertaken by competent adults and not children.
- Keep the appliance and its cord out of reach of children, less than 10 years old.
- Only use utensils that are suitable for use within microwave ovens.

- The microwave oven should be cleaned after each use and any food deposits removed.
- When heating food in plastic or paper containers, always keep an eye on the microwave due to the possibility of ignition.
- If smoke is emitted, immediately switch off or unplug the microwave and keep the door closed in order to stifle any flames.
- Never overcook food.
- Do not use the oven cavity for storage purposes.
- Always remove any wire twist-ties and metallic handles from paper, or plastic containers/bags before placing them within the microwave oven.
- Install or locate this microwave in accordance to the installation instructions provided. Of particular importance is the required ventilation for the microwave oven.
- Eggs within their shell or hand-boiled eggs should not be heated within microwave ovens, as they may explode (even after microwave heating has ended).
- This appliance is intended to be used indoors only and within domestic environments only, including residential homes, staff kitchens, bed & breakfasts, etc. It is not intended for use within a commercial kitchen.
- If the supply cord is damaged it must be replaced by the manufacturer, its authorised service agent or a similarly qualified person.
- Never use or install this appliance near water.
- The temperature of accessible surfaces may be high when the appliance is operating. The surfaces are liable to get hot during use, meaning it's important to keep the power supply cord away from these heated surfaces and away from any vents on the microwave.
- The contents of feeding bottles and baby food jars should be stirred/shaken and the temperature must be checked before consumption in order avoid risk of burns.
- Microwave heating of beverages can result in delayed eruptive boiling, therefore care must be taken when handling containers.
- The microwave is not intended to be operated by means of an external timer or separate remote control system.
- Steam cleaner is not to be used on this appliance.
- During operation, the internal components will become hot and care should always be taken to avoid making contact with the inside of the microwave.
- The microwave is only intended for heating food and beverages only.

## **Unpacking**

During transportation, protective packaging was used to protect the appliance against any damage. After unpacking, please dispose of all elements of packaging in a way that will not cause damage to the environment. All materials used for packaging the appliance are environmentally friendly; they are 100% recyclable and are marked with the appropriate symbol.

Caution! During unpacking, the packaging materials (polythene bags, polystyrene pieces, etc.) should be kept out of reach of children.

## **Disposal of the appliance**

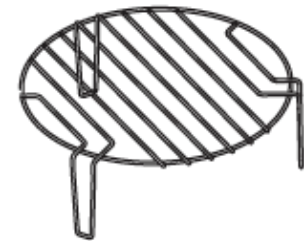
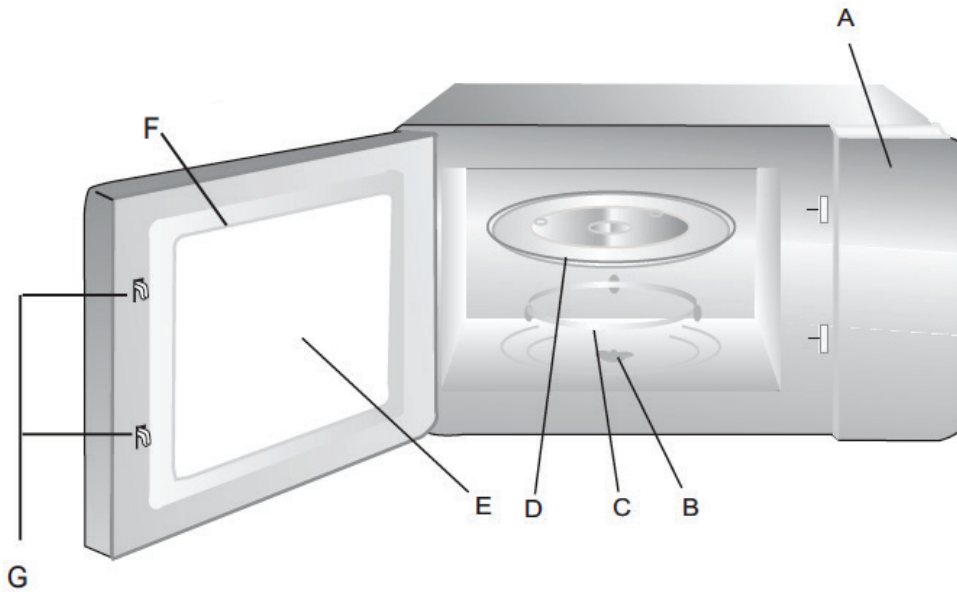
Old appliances should not simply be disposed of with normal household waste, but should be delivered to a collection and recycling centre for electric and electronic equipment. A symbol shown on the product, the instruction manual or the packaging shows that it is suitable for recycling.

Materials used inside the appliance are recyclable and are labelled with information concerning this. By recycling materials or other parts from used devices you are making a significant contribution to the protection of our environment.

Information on appropriate disposal centres for used devices can be provided by your local authority.

# Your Microwave Oven

## Parts and Accessories



- A- Control Panel
- B- Turntable shaft
- C- Turntable ring assembly
- D- Glass turntable
- E- Observation window
- F- Door assembly
- G- Safety door lock system

Grill rack (above) is only to be used with the grill function and placed on to the glass turntable.

<b>Model</b>	MC25BF/MC25BS
<b>Rated Voltage</b>	240V~50Hz
<b>Rated Input Power (microwave)</b>	1450W
<b>Rated Output Power (microwave)</b>	900W
<b>Rated Input Power (grill)</b>	1100W
<b>Rated Output Power (convection)</b>	2300-2400W
<b>Microwave oven capacity</b>	25L
<b>Turntable diameter</b>	Ø315mm
<b>External dimensions</b>	595mm x 471mm x 388mm
<b>Net weight</b>	Approx. 21.5kg

### Microwave components

Your Residentia Microwave is supplied with:

- 1 x Microwave oven
- 1 x Glass turntable
- 1 x Turntable assembly ring
- 1 x Cabinet Installation Template
- 1 x Installation bracket and screws
- 1 x User Manual

# Installation Instructions

## Typical installation tools required

You'll most likely require the following tools/equipment (not supplied) for the installation of your microwave.

- Electrical drill
- Tape Measure
- Screw-driver

It's important to carefully read the following installation instructions before beginning the installation of your microwave.

### Important!

Please observe the installation instructions provided and note that this appliance should only be installed by a qualified technician.

## ELECTRICAL CONNECTION

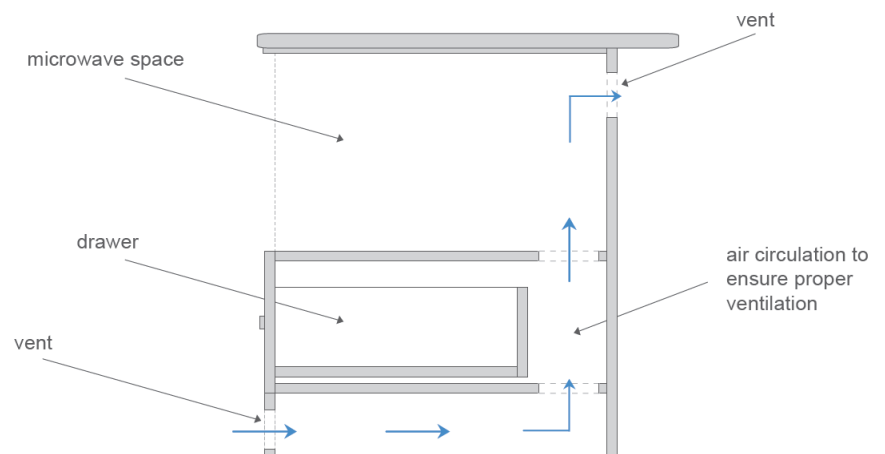
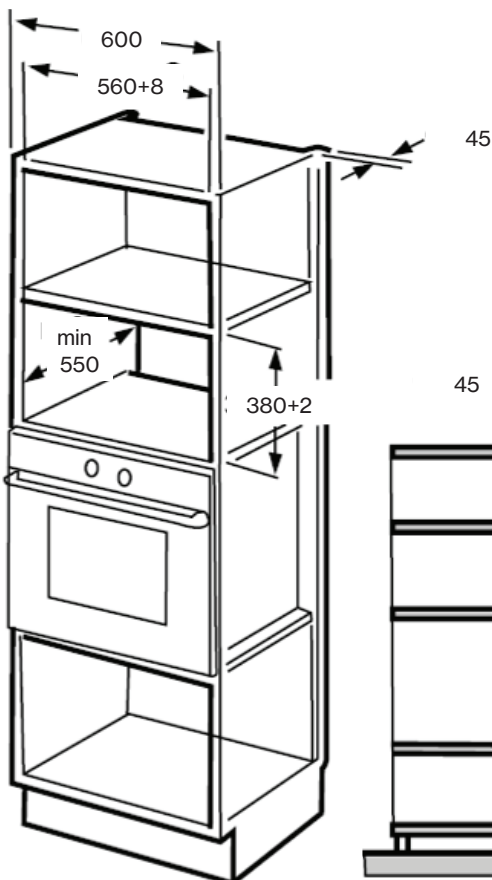
The oven is fitted with a plug and must only be connected to a properly installed earthed socket. The socket must only be installed and the connecting cable must only be replaced by qualified electrician and in accordance with the appropriate regulations. If the plug is no longer accessible following installation, an isolating switch must be present on the installation side with a contact gap of at least 3mm.

- The fitted cabinet must have ventilation behind the appliance.
- Do not bend the power cable.

## 1. CABINETRY

The following diagrams show the correct cabinetry construction for a built-in installation. Failure to provide the correct ventilation, as explained below, will void all warranty claims.

- A minimum 45mm space is required from the microwave cabinet to the external environment.
- It is also recommended to allow ventilation down to below the base cabinetry (i.e. under the kickboards) and to install a vent into the kickboard.

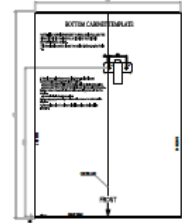
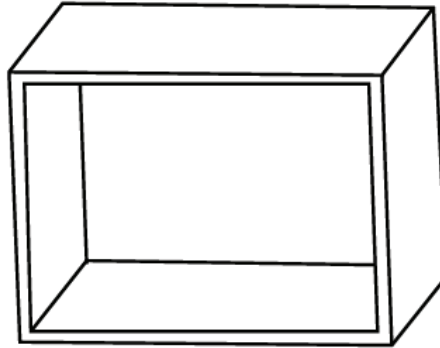


Note: Ventilation is critical for underbench installation also, either venting through the cabinet rear or down below the cabinetry (i.e. behind the kickboard).

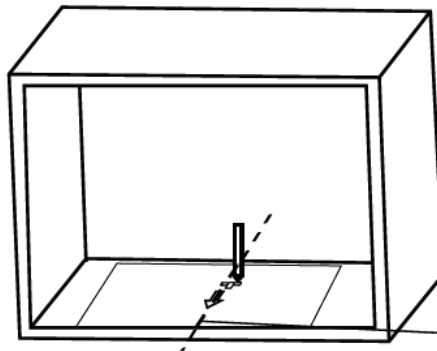
# Residentia\08\Installation Instructions\


## 2. PREPARE THE CABINET

- Read the instructions on the **BOTTOM CABINET TEMPLATE** and position the template on to the base panel of your cabinet.



- Mark the base panel of your cabinet, according to "A" indicated on the template.

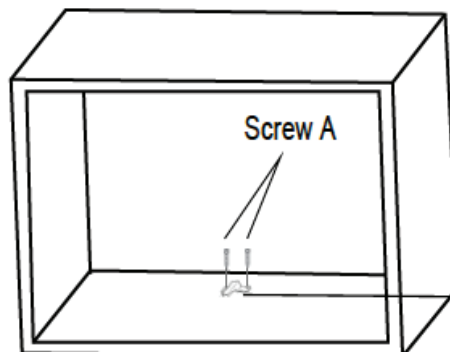


Screw A 

Bracket 

Centre line

- Remove the template and fix the mounting bracket in place with 2 x Screw A.

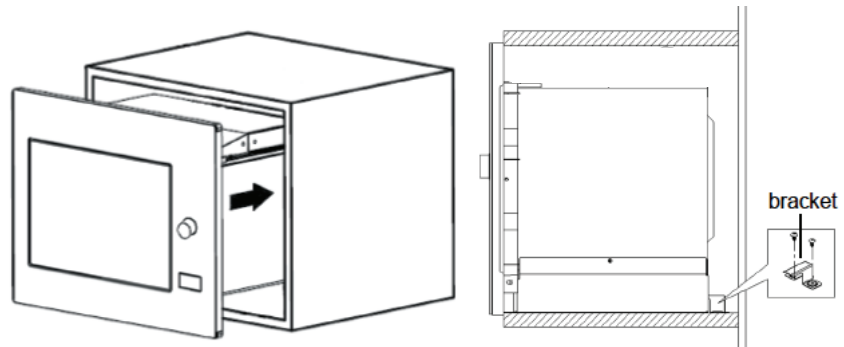


Bracket

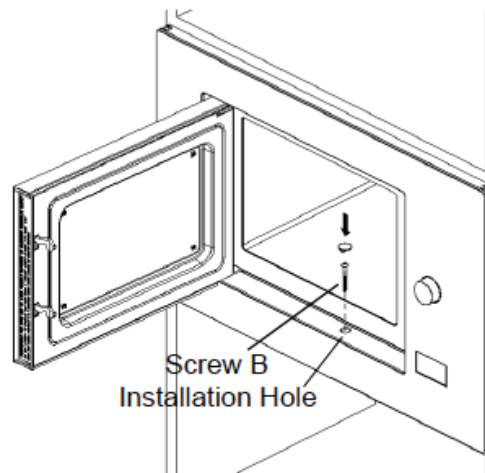


## 3. INSTALL THE MICROWAVE

- Install the microwave in to the cabinet.
- Make sure that the back of the oven locks in to the bracket.
- When installing the microwave, ensure that the power cord isn't kinked or trapped under the microwave.



- ## 4. FIX THE MICROWAVE IN TO PLACE
- Open the door and fix the microwave into place using Screw B, through the installation hole (indicated in the diagram below). Then fix the trim-kit to cover the installation hole.



## 5. BEFORE THE FIRST USE

- Remove all packaging and clean the interior of the oven.
- Take out and wash the oven fittings with warm soapy water.

**Note:** There may be strong odour during the first use, which is the burning off of any chemical residues from its construction. This is normal for all microwaves.

**Important!** The inside of the microwave should only be cleaned with a damp soft cloth and a small amount of washing up liquid.

# Operating Your Microwave\

## SETTING THE CLOCK

When the microwave is first powered, the LED clock will display "0:00" and the buzzer will sound once.

- Press the "Clock/Kitchen Timer" button twice to select the clock function, the hour figures will flash.
- Turn the dial to adjust the hour figures (note that the time is set in 24 hour time, 0-23 hours).
- Press the "Clock/Kitchen Timer" button once again and the minute figures will flash.
- Using the dial again, adjust the minute figures to your desired time (i.e. 0-59 minutes).
- To finish setting the time, press the "Clock/Kitchen Timer" button once again. ":" will flash once and the time will be set.
- **Note:** During setting the time, if you press the "Stop/Clear" button the microwave will return to it's previous status automatically.

## MICROWAVE COOKING

To use your microwave to cook/heat your food or beverage, follow the process below:

- Start by pressing the "Microwave/Grill/Combi/Conv" button once. The LED display will show "P100" as a default power.
- Use the dial to select your desired power level, where P100 indicates a 100% power level (maximum), through to P10 which indicates a 10% power level (minimum). Then press the "Start/+30Sec./Confirm" button to confirm your selected power setting.
- Now use the dial to set your cooking time, from 0:05 (5 seconds) through to 95:00 (95 minutes). Then press the "Start/+30Sec./Confirm" button to start cooking.
- **Note:** When selecting your desired microwave power setting, you can select from the following microwave power levels: P100= 100%, P80= 80%, P50= 50%, P30= 30%, P10= 10%.

## GRILL, COMBI OR CONVECTION COOKING

Your microwave has the additional cooking functions of a Grill, Combination cooking and Convection cooking.

- The Grill function uses 0% Microwave power and 100% Grill element power;
- The Combi function uses 55% Microwave power and 45% Grill element power; and,
- The Convection function uses 34% Microwave power and 66% Grill element power.

To use your microwave's Grill, Combi or Convection cooking functions, follow the process below:

- Start by pressing the "Microwave/Grill/Combi/Conv" button. The LED display will show "P100" as a default power setting.
- Keep pressing the "Microwave/Grill/Combi/Conv" button to cycle to your desired cooking function. The Grill cooking function is indicated by "G" being displayed, the Combi cooking function is indicated by "C-1" through to "C-4" and the Convection cooking function is indicated by the convection temperature display "130°" through to "220°".
- The Combi cooking modes are as follows:
  - C-1 Microwave & Convection
  - C-2 Microwave & Grill
  - C-3 Grill & Convection
  - C-4 Microwave, Grill & Convection
- If using the Convection cooking mode, the temperature can be selected by turning the dial. Once your desired temperature setting is displayed, press the "Start/+30Sec/Confirm" button to confirm your selection. Then press the "Start/+30Sec/Confirm" button once again to begin pre-heating. Once your microwave has reached the pre-heated temperature, an alarm will sound twice prompting you to insert your food. Once you've inserted your food, turn the dial to set your cooking time (where the maximum is 95 minutes) and press the "Start/+30Sec/Confirm" button to begin cooking.
  - **Note:** If you are wanting to use the convection cooking mode without the pre-heating, simply turn the dial to set your cooking time after confirming your desired temperature.
- **Note:** When using the Grill functions, your microwave buzzer will sound twice at the half-way point of cooking. As a recommendation, you should turn your food over at this point for optimum cooking results. Simply open the door, turn your food, close the door and then press the "Start/+30Sec/Confirm" button to continue cooking. If you choose not to open the door, the microwave will simply continue to operate.

# User Manual \11\ Operating Your Microwave \

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## QUICK START COOKING

Your microwave has a default "quick start" cooking option, without requiring the cooking function or power level to be set.

- Insert your food or beverage into the microwave and close the door.
- From your microwaves idle state, simply press the "Start/+30Sec/Confirm" button to start your microwave cooking at 100% Power level. Each press of the button will increase the cooking duration by 30 seconds, upto a maximum of 95 minutes. You can also use the dial to set your desired time.

## DEFROST BY WEIGHT OR TIME

Your microwave has the ability to defrost your food or liquids by either weight or time. The microwave's defrost program uses the microwave at 30% power level and cannot be changed.

To use the Defrost by Weight function:

- Press the "Weight/Time Defrost" button once. Your microwave will display "dEF1", indicated Defrost by Weight.
- Use the dial to select your weight of food from 100 to 2000 grams.
- Press the "Start/+30Sec/Confirm" button to start defrosting.

To use the Defrost by Time function:

- Press the "Weight/Time Defrost" button twice. Your microwave will display "dEF2", indicated Defrost by Time.
- Use the dial to select your desired defrost time, where 95 minutes is the maximum.
- Press the "Start/+30Sec/Confirm" button to start defrosting.

## MULTI-SELECTION COOKING

Your microwave allows you to select up to 2 cooking functions to be used consecutively. For example you may wish to defrost food prior to using a cooking function.

- Start by setting your desired Defrost function (using the method outlined above in the 'Defrost by Weight or Time' section, although don't press the "Start/+30Sec/Confirm" button at this stage.
- Now press the "Microwave/Grill/Combi/Conv" button to select your desired cooking function (i.e. Microwave, Grill, etc).
- Press the "Start/+30Sec/Confirm" button and use the dial to select your cooking time.
- Press the "Start/+30Sec/Confirm" button, the buzzer will sound once and the defrosting time will begin to countdown. The buzzer will sound once again when the microwave enters the second cooking phase. Upon finishing both functions, the microwave buzzer will sound five times.

## KITCHEN TIMER

Your microwave has a built in kitchen timer that can be set up to a maximum of 95 minutes.

- Press the "Clock/Kitchen Timer" button once and the LED display will show 00:00.
- Use the dial to select your desired time in minutes. I.e. 34:00 indicates 34 minutes.
- Press the "Start/+30Sec/Confirm" button once to confirm the timer.
- Once your kitchen timer is reached, the microwave buzzer will sound 5 times and return to displaying the clock (if set).

## TIME OR POWER ENQUIRY

During cooking, you can view your selected power level or the time at any time.

- To view the current power level being used, press the "Microwave/Grill/Combi/Conv" button, and the power level will be displayed for 3 seconds.
- To view the current time, press the "Clock/Kitchen Timer" button, and the time will be displayed in 24 hour format for 3 seconds.

# Residentia\12\Operating Your Microwave\

## PRESET AUTO MENU

Your microwave includes a variety of default cooking pre-sets to suit various food types.

- From the idle state, turn the dial to the right to choose your preset cooking option. "A1" through to "A10" will be displayed. Refer to the table below.
- Press the "Start/+30Sec/Confirm" button to confirm your selection.
- Now use the dial to set your weight in grams, as per the options in the table below.
- To finalise your selection and to begin cooking, simply press the "Start/+30Sec/Confirm" button.

Menu Item:	Preset/Food Type:	Weight (Display):
A1	Reheat Mode	- 150g (150) - 250g (250) - 350g (350) - 450g (450) - 600g (600)
A2	Potato	- 1 potato, ~230g (1) - 2 potatoes, ~460g (2) - 3 potatoes, ~690g (3)
A3	Meat	- 150g (150) - 300g (300) - 450g (450) - 600g (600)
A4	Vegetable	- 150g (150) - 350g (350) - 500g (500)
A5	Fish	- 150g (150) - 250g (250) - 350g (350) - 450g (450) - 650g (650)
A6	Pasta	- 50g, with 450ml of cold water (50) - 100g, with 800ml of cold water (100) - 150g, with 1200ml of cold water (150)
A7	Soup	- 200ml (200) - 400ml (400) - 600ml (600)
A8	Cake	- 475g (475) (Preheat at 180 degrees)
A9	Pizza	- 200g (200) - 300g (300) - 400g (400)
A10	Chicken	- 500g (500) - 750g (750) - 1000g (1000) - 1200g (1200)

## CHILD-LOCK FUNCTION

For safety reasons, your microwave includes a Child-lock function.

To activate:

- Simply press and hold the "Stop/Clear" button for 3 seconds. There will be a long beep and a key light will appear.

To de-activate:

- Simply press and hold the "Stop/Clear" button for 3 seconds. There will be a long beep and the key symbol will disappear.

## User Manual\13\ Operating Your Microwave\

### MATERIALS YOU CAN USE IN YOUR MICROWAVE

The following list is a quick guide for items that can be used within your microwave. If you are unsure, always refer to the manufacturer's guidelines as to whether the item is microwave safe.

Item:	Notes:
Aluminium Foil	Only use small amounts for shielding. (i.e. small amounts can be used to cover thin parts of meat to prevent over cooking. The foil should always remain at least 3cm away from the microwave wall, as arcing can occur.
Browning dish	Ensure that the dish is microwave safe and always follow the manufacturer's instructions. The bottom of the dish must be at least 1cm above the glass turntable. Incorrect usage may cause the turntable to break.
Dinnerware	Only ever use microwave safe dinnerware and follow the manufacturer's instructions. Never use cracked or chipped dishes.
Glass jars	Always remove the lid as the heat will cause expansion of any contents (including air). Ensure there is no metal trim. Note: Most glass jars are not heat resistant and may break.
Glassware	Only use heat-resistant, oven-safe glassware. Ensure there is no metal trim and never use cracked or chipped glassware.
Oven cooking bags	Check the manufacturer's instructions to ensure they are microwave safe. Do not close with a "bread tie" as these contain metal. Make small incisions in the bag to allow steam to escape.
Paper plates and cups	Only ever use for short term re-heating/warming. Never leave unattended while cooking. Never use the grill function.
Paper towel	Only ever use for short term re-heating/warming. Never leave unattended while cooking. Never use the grill function.
Plastic	Ensure that your plastic item is microwave safe and these items typically state "microwave-safe" on the underside. Avoid using plastic where you are unsure.
Plastic wrap (cling-wrap)	Only use microwave safe cling-wrap. Can be used during cooking to retain moisture. Do not allow the plastic wrap to touch the food.
Thermometers	Only use microwave safe thermometers only. If you are unsure, do not use.
Wax Paper (baking paper)	Can be used as a cover to prevent splattering and to retain moisture. Always maintain supervision.

### MATERIALS THAT SHOULD BE AVOIDED

The following list is a quick guide for items that must be avoided be used within your microwave.

Item:	Notes:
Aluminium Tray	May cause arcing within the microwave. Transfer the food into a microwave-safe dish.
Food Carton with metallic lining	May cause arcing within the microwave. Transfer the food into a microwave-safe dish.
Metal or metal trimmed utensils	May cause arcing within the microwave. The metal shields the food from the microwave energy.
Paper bags	May cause a fire within the microwave.
Plastic foam cup	May melt or contaminate the liquid inside when exposed to a high temperature.
Wood	Wood will dry out when used within a microwave and may split or crack.

# Cleaning & Maintenance \

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By ensuring proper cleaning and maintenance of your microwave, you can ensure that it will have a long and fault free operation.

**WARNING!** Do not start cleaning the microwave until it has completely cooled.

- Typically you should only ever need to clean your microwave with a small amount of warm soapy water, or light cleaning products to assist with the removal of fat or oil emulsions. This is the same for the microwave components, such as the turntable and turbtable support ring.
- Your microwave should be cleaned after every use.
- After cleaning your microwave cavity, you should wipe it dry.

**Important!** Never dismantle your microwave. Any maintenance work should only ever be undertaken by a suitably qualified and licenced person. For any questions, please contact the Residentia Group support team on 1300 11 HELP (4357).

# Troubleshooting

## OPERATION IN CASE OF EMERGENCY

In the event of an emergency you should:

- Switch off all microwave controls (i.e. Press the "Stop/Clear" button).
- Switch the microwave off at the isolation switch or at the fuse box.
- Call the Residentia Support Team on 1300 11 HELP (4357).

Some minor faults can be fixed by referring to the instructions given in the Troubleshooting section below. There is also a self-help section online at <http://www.residentiagroup.com.au>.

## TROUBLESHOOTING

Fault	Possible Cause	Solution
The microwave is interfering with the TV reception?	- This is normal.	- Radio and TV reception may be interfered with when any microwave is operating. It is similar to the interference that small electrical appliances may cause.
Dim microwave light	- This is normal.	- In low power cooking, such as P10-P50, the microwave light may also be dimmer.
Steam accumulating on the door and hot air is coming out of the vents	- This is normal.	- When cooking, steam may release from the food. Most will expel from the vents, however some may accumulate on the door or cavity walls.
The microwave was started accidentally with no food inside.	- Always avoid!	- It is forbidden to operate the microwave without any food inside. This is very dangerous.
The microwave cannot be started, or isn't powered.	- The power code isn't plugged in or lose? - The fuse for the microwave's circuit is blown? - The power outlet is faulty?	- Unplug and after 10 seconds re-plug in the microwave. - Replace the fuse or reset the circuit breaker. - Test the outlet with another electrical appliance.
The microwave doesn't heat.	- Door isn't closed properly.	- Close the door completely. Ensure that nothing is blocking the door's safety latch.
The glass turntable makes noise when the microwave oven operates.	- The turntable support/ rollers is being interfered with by dirt/food residue.	- Refer to the cleaning and maintenance section of this user manual.

# Warranty\

## **Warranty terms and conditions Cooking appliances (microwaves)**

This document sets out the terms and conditions of the product warranties for Residentia Group Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

1. In this warranty
  - (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
  - (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
  - (c) 'Appliance' means any Residentia Group product purchased by you accompanied by this document;
  - (d) 'ASR' means Residentia Group authorised service representative;
  - (e) 'Residentia Group' means Residentia Group Pty Ltd of 20 Yaltara Avenue, Bundoora Victoria 3083, ACN 600 546 656 in respect of Appliances purchased in Australia;
  - (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Residentia Group, at its discretion, to repair an Appliance during the Warranty Period;
  - (g) 'Warranty Period' means:
    - (i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects for 24 months, following the date of original purchase of the Appliance;
  - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia.
3. During the Warranty Period Residentia Group or its ASR will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Residentia Group or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Residentia Group. This warranty does not apply to light globes, batteries, filters or similar perishable parts.
4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.



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5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Residentia Group or its ASR. If you reside outside of the service area, you will bear the cost of:
    - (a) travel of an authorised representative;
    - (b) transportation and delivery of the Appliance to and from Residentia Group or its ASR, in all instances, unless the Appliance is transported by Residentia Group or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Residentia Group or its ASR.
  6. Proof of purchase is required before you can make a claim under this warranty.
  7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Residentia Group is not liable in the following situations (which are not exhaustive):
    - (a) the Appliance is damaged by:
      - (i) accident
      - (ii) misuse or abuse, including failure to properly maintain or service
      - (iii) normal wear and tear
      - (iv) power surges, electrical storm damage or incorrect power supply
      - (v) incomplete or improper installation
      - (vi) incorrect, improper or inappropriate operation
      - (vii) insect or vermin infestation
      - (viii) failure to comply with any additional instructions supplied with the Appliance;
    - (b) the Appliance is modified without authority from Residentia Group in writing;
    - (c) the Appliance's serial number or warranty seal has been removed or defaced;
    - (d) the Appliance was serviced or repaired by anyone other than Residentia Group, an authorised repairer or ASR.
  8. This warranty, the contract to which it relates and the relationship between you and Residentia Group are governed by the law applicable where the Appliance was purchased.
  9. To the extent permitted by law, Residentia Group excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
  10. For Appliances and services provided by Residentia Group in Australia, the Appliances come with a guarantee by Residentia Group that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
  11. At all times during the Warranty Period, Residentia Group shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
  12. To enquire about claiming under this warranty, please follow these steps:
    - (a) carefully check the operating instructions, user manual and the terms of this warranty;
    - (b) have the model and serial number of the Appliance available;
    - (c) have the proof of purchase (e.g. an invoice) available;
    - (d) telephone the numbers shown below.
  13. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you to enable Residentia Group to meet its obligations under this warranty.
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## IMPORTANT

Before calling for service, please ensure that the steps in point 12 have been followed.

## Telephone contacts

Service: Please call 1300 11 HELP (4357)  
Spare Parts: Please call 1300 11 SPARE (7727)

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**The Australian Consumer Law requires the inclusion of the following statement with this warranty:**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

# Purchase Details\

For your records, please record details of your purchase below and staple your receipt on the opposite page.

## Store details

Store name | \_\_\_\_\_

Address | \_\_\_\_\_

Telephone | \_\_\_\_\_

Purchase date | \_\_\_\_\_

## Product details

Model no. | \_\_\_\_\_

Serial no.\* | \_\_\_\_\_

\* Note. Your serial number can be found on the rear of your microwave.

# Receipt\

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# Residentia

**Model Code** \MC25BF \MC25BS



E2447